

NSSC—Open for Business

NASA Shared Services Center (NSSC) is a public/private partnership between NASA and Computer Sciences Corporation Service Providers. NSSC consolidated selected activities in Financial Management (FM), Procurement, Information Technology (IT), and Human Resources (HR) into one new Center: NSSC. The NSSC opened March 1, 2006 on the grounds of Stennis Space Center in Mississippi. We will work collaboratively with Centers to meet all service needs via a Customer Contact Center (CCC) and Center Liaisons located at each Center.

Continuous Improvement

The NSSC will constantly strive to improve quality and service and to increase our efficiency and effectiveness. With continuous improvement we will be able to provide customer oriented, consistent, high quality, easily accessible, and timely support services. The standardization of services NASA will realize from creating the NSSC will free up resources that will be redirected to NASA's core mission and help achieve the One NASA Vision.

The Services We Provide

The NSSC provides support services in four functional areas: Human Resources, Procurement, Financial Management, and Information Technology.

This quick reference guide covers activities through June 1, 2006. An updated guide will be released in the future, which will provide information on new activities transitioning to the NSSC.

More

Further information regarding each of the activities contained in this quick reference guide can be found by visiting our customer service website at:

www.nssc.nasa.gov/customerservice

Contact Us

Toll Free: 1-877-NSSC123 (1-877-677-2123)

Fax: 1-866-779-NSSC (1-866-779-6772)

Email: nssc-contactcenter@nasa.gov

NSSC homepage:

www.nssc.nasa.gov

NSSC Customer Service page:

www.nssc.nasa.gov/customerservice

NSSC Building 5100

Stennis Space Center, MS 39529

Center Liaisons

For a complete list of Center Liaisons, visit the NSSC Customer Service website at:

www.nssc.nasa.gov/customerservice and click on the References page.

www.nasa.gov

NP-2006-05-00099-SSC

National Aeronautics and
Space Administration



NSSC
NASA Shared Services Center

**Quick
Reference
Guide**

March - June 2006

Customer Focused

NASA employees



Human Resources

Drug Testing—March 1, 2006

NSSC provides center drug testing activities to meet all random and follow-up drug testing requirements.

Health and Safety Fairs—March 1, 2006

The annual benefits health fair is held in the Fall each year enabling employees to sign up for health benefits plans. NSSC publicizes the open season event and ensures employees have sufficient information to make informed benefits decisions.

Classification Appeals—March 1, 2006

Agency level employee classification appeals are directed to the NSSC through the Office of Human Capital Management (OHCM) for action. Employees who are interested in a classification appeal should first visit their Center HR office to fully understand the process.

SES Appointments—April 1, 2006

NSSC prepares the selection packages for approval to the Administrator and works with the selectee to prepare the required Executive Core Qualifications (ECQ) statement.

General Employment Inquiries—May 1, 2006

NSSC responds to general inquiries about employment with NASA. These inquiries include information about where to apply for a NASA position, hiring non-citizens or volunteers, and veterans employment.

Agency Honorary Awards—June 26, 2006

NSSC provides administrative support for NASA's honorary awards. This includes supporting the nomination process, scheduling, planning, and supporting award ceremonies.

Awards Processing—June 26, 2006

NSSC will process awards through the NASA Automated Awards System (NAAS). We will administer NAAS and produce and distribute award certificates, letters, and other items.

Answers to Human Resources FAQs

For FAQs for the activities listed above visit the NSSC Customer Service website at: www.nssc.nasa.gov/customerservice or call: 1-877-NSSC123 (1-877-677-2123).

Procurement

NASA Contracting Intern Program (NCIP)—March 1, 2006

The NCIP provides an opportunity for college graduates with degrees in business-related fields to launch a contracting career with NASA. NSSC supports the NASA HQs NCIP Program Manager in recruiting qualified applicants and provides program administration. NCIP participants can visit the NSSC Customer Service website or the NCIP homepage at <http://ncip.nssc.nasa.gov/>.

1102 Training Program—March 1, 2006

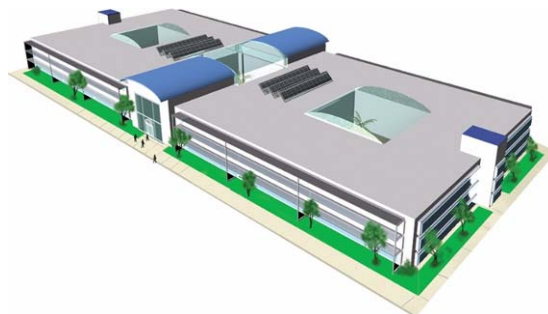
The NSSC supports the NASA HQs 1102 Training Program Manager. For information on scheduling future training; training eligibility; degree and coursework requirements; eligibility for "grandfathering" a class; and specific certification levels visit the procurement FAQs on the NSSC Customer Service website.

Agency Purchase Card (P-Card) Program —March 1, 2006

NSSC supports the Agency's purchase card program. Visit our customer service website for information on how to obtain a purchase card (P-Card); P-Card training; prohibited purchases, and reporting a lost or stolen card.

Answers to Procurement FAQs

For FAQs for the activities listed above visit the NSSC Customer Service website at: www.nssc.nasa.gov/customerservice or call: 1-877-NSSC123 (1-877-677-2123).



Architectural rendering of NSSC permanent facility

Financial Management

Change of Station (COS), Temporary Change of Station (TCS) and Foreign Travel—

March 1, 2006

NSSC provides advice and assistance to employees completing COS, First Duty, TCS, and Foreign Travel vouchers. COS and TCS orders/vouchers and Foreign Travel vouchers should be faxed to the NSSC at 1-866-779-NSSC (1-866-779-6772). Include the Travel Authorization number on all travel vouchers, receipts, and correspondence faxed to the NSSC. Employees can also locate important information about allowed reimbursable expenses; travel reservations; government travel credit cards; travel advances; and voucher reimbursements on the NSSC Customer Service website.

Payroll—May 28, 2006

NSSC reviews, validates, and delivers time and attendance data to Department of Interior (DOI). We provide general information on payroll services to employees and generate supplemental pay. We coordinate with DOI on corrections and adjustments and coordinate and reconcile employee receivables, death payments, military deposits, and non-NASA awards.

Domestic Travel Payments—June 1, 2006

NSSC will process all domestic travel from receipt of travel voucher to payment. The authorization and approval process will remain at each Center. NSSC will inform customers of disallowed expenses, citing applicable regulations, and resolve disputed claims. We will calculate and deduct applicable taxes.

Answers to Financial Management FAQs

For FAQs for the activities listed above visit the NSSC Customer Service website at: www.nssc.nasa.gov/customerservice or call: 1-877-NSSC123 (1-877-677-2123).

NSSC Vision: Unparalleled Service →

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.